

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Knott *et al.*  
Serial No.: 10/829557  
Filing Date: April 22, 2004  
Confirmation No.: 6361  
Group Art Unit: 2614  
Examiner: Patel  
Title: *User Interface for "How to Use" Application of Automated Self Service Call Center*

**MAIL STOP – AMENDMENT**  
COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**RESPONSE TO OFFICE ACTION**

In response to the Office Action mailed June 20, 2007, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

**Amendments to Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.